

INFORMATION SERVICES

INFORMATION SERVICES DEPARTMENT

Annual Report for 2007-2008

Prepared by Bruce Henson, Head Information Services Dept. August 2008

The Information Services Department (ISD) serves as the Library's principal information gateway and is responsible for critical activities such as providing frontline information, assisting with research, and facilitating referrals to appropriate individuals, departments or organizations. The Department continues to be focused on enhancing information services by emphasizing liaisons between subject librarians and Institute departments, schools and colleges, instruction and training, assessment of services, the incorporation of new resources (print and electronic), and staff development.

The ISD continues to take a lead role in the management and operations of services in the Library West Commons (LWC), located on the 1st Floor West of the Library, and the partnership with the Office of Information Technology (OIT). The LWC provides expert research and technology assistance in a technology embedded learning environment all of the hours that the Library is open, which during school semesters is 24/5, from Sunday at noon until Friday at 6pm, and on Saturdays from 9am to 6pm.

ISD Staff

As of June 30, 2007 the ISD has 21 staff, 10 career staff and 11 Subject Librarians (there are also 6 Subject Librarians who are not ISD staff). Changes in personnel in the ISD this year include: Cathy Carpenter left the ISD and her responsibilities as the Assistant Head of the ISD, Special Formats & Maps Unit in summer 2007 to assume responsibilities as Head of the Architecture Library; Brian Mathews left in September to assume responsibilities as the User Services Librarian; Information Associate Dottie Hunt left in September to work with Brian Mathews; Information Associates Roland Garner and Alison Valk were upgraded to Information Associate IIs and in November 2007 Roland assumed responsibilities as the Supervisor of the Special Formats & Maps Unit of the ISD; and Sherri Brown joined the department in May 2008 as the First Year Instruction Librarian. Jon Bodnar assumed responsibility as the Information Services Desk Training Coordinator, taking over from Lori Critz. As of June 30th, there is one open position in the ISD, an Information Associate

I. William Baer has been hired as the Librarian for Mechanical Engineering & Distance Learning and will start August 1.

I. ACHIEVEMENT OF INFORMATION SERVICES DEPARTMENT OBJECTIVES FOR FY 2008

A. Outreach

Subject Librarian Outreach

The Department continues to build partnerships with academic and research faculty through a variety of outreach and marketing efforts such as one-on-one contacts, e-mail correspondence, holding office hours in departments, participation in campus meetings, committees and initiatives, and other outreach endeavors.

- I Subject Librarians participated in New Faculty Orientation (NFO), on August 15, 2007. Brochures were distributed to approximately 50 new faculty members, with individual librarian follow-up.
- I Subject Librarian office hours were held in the School of History, Technology, & Society by Bruce Henson, the College of Management by Patricia Kenly, the School of Materials Science & Engineering by Bing Wang, and in the School of Civil and Environmental Engineering by Lisha Li.
- Over 60 online research Guides significantly enhance access to the Library's resources. Subject Librarians continually improve the guides by adding content and implementing new features.
- I Librarians Mary Axford, Lori Critz, and Crystal Renfro taught a total of 3 sections of GT 1000.
- I Patricia Kenly was an invited speaker on Company Information at the annual CareerFocus.
- I Joanne Tobin made a patent presentation via interactive video to the ME Capstone Design Class in Savannah, made a Brown Bag Patent Presentation to the Office of Sponsored Research, and made a patent presentation to Venture Lab GT EII Enterprise.

Other Outreach

- I Lori Critz participated in the Institute's New Graduate Student Orientation in August 2007 which had 1010 attendees.
- I Mary Axford coordinated Learning 2.0 @ GT, which is a course designed to teach Library employees about Web 2.0 technologies and to suggest possible Library services based on these technologies. It is intended to create a level playing field so that employees can have an informed discussion on how to create new services that meet the needs of users. Topics covered include RSS feeds, blogs, wikis, online productivity tools including calendars and document sharing, social bookmarking, social networking, and more. Patricia Kenly also participated in the committee.
- I Lori Critz coordinated participation in several campus activities:

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- I The fourth annual RATS Night at the Library as part of the Freshman RATS week activities on Saturday August 18, 2007. Approximately 700 students attended various events held in the Library, including Ninja Tag, Speed Dating, Dance Revolution, and Poker. The event was staffed by representatives throughout the Library and many ISD staff and pizza, popcorn, and drinks were served.
- I Housing Resource Fair, which had approximately 200 interactions with student dorm leaders.
- I Graduate Student Exposition, which had approximately 400 student interactions.
- I Women in Engineering's Technology, Engineering, and Computing Camp, a one-week technology camp for 7th and 8th grade girls. Lori was the Course Developer/Instructor for Web Page Creation Sessions.
- I With Tom Fisher, coordinated a presentation/discussion by the author of *The Dumbest Generation*.
- I Joanne Tobin made seven patent presentations at Peaks Chapel Elementary School (Conyers), and is a member of the Centennial Elementary School Media Committee and the Inventors Associates of Georgia as the Georgia Tech representative.
- I Lori Critz, Patricia Kenly, and Lisha Li coordinated the FASET (Familiarization and Adaptation to the Surroundings and Environs of Tech) Marketplace in summer 2007, in which all ISD staff worked at an information kiosk for two hours each during seven FASET orientations. Over 700 flyers were distributed, and contact information was collected for 400 students.
- I A Library Welcome Event, organized by Crystal Renfro and contributed to by all ISD staff, was held on August 28-30, 2007 in the Library rotunda. Refreshments and Library information were given out. Approximately 900 students received information about the Library.
- I The ISD PR/Marketing Group has several ongoing initiatives to market and promote reference services and resources. Ten issues of the monthly restroom newsletters, *T-Paper*, were published this year - the paper has gained the attention of students through its colorful, catchy "articles" and advertisements. The successful faculty lecture series, *Tuesday Talks*, continued with 5 sessions with a total attendance of 118. Subtitled, "research for all of us," the series aims to raise the profile of the library by inviting Georgia Tech researchers to the Library to present their research in lay-man terms. Speakers included Brian Stone, Professor, City and Regional Planning Program, College of Architecture, "Are Cities Warming Faster than the Planet as a Whole?"; Jason Freeman, Professor, College of Architecture, "Composer, Scholar, Listener"; Tucker Balch, Associate Professor, Interactive and Intelligent Computing, "Making Computer Science Fun with Robots"; Michael Goodisman, Assistant Professor, Biology, "Meet Your Neighbor: An Introduction to Social Insects in Atlanta"; and John Bartholdi, Associate Professor, Supply Chain Management and Research Director, the Supply Chain & Logistics Institute, "Self Organizing Logistics Systems."
- I Alison Valk coordinated, with the help of Jon Bodnar and Brian Mathews, a "Flash in the Pan" contest, which challenged students interested in multi-media tools and applications to create an animated short utilizing Flash software. The winner won a Wacom Tablet. The competition challenged students to learn new technologies and fostered their creativity while effectively marketing the GT Library's resources.
- I Lori Critz, Jay Forrest, and Eric Brower began work on a Georgia Tech Faculty Publications Database.

•B. *Instruction and Training*

ISD hosts many tours, classes and online demonstrations in library classrooms, campus departments, and off-site for various academic and administrative departments as well as other university affiliates and school groups. Both undergraduate and graduate student classes remain an important form of outreach by Subject Librarians. Undergraduate classes include many sessions of LCC 1101 and 1102 and Library sessions in GT 1000 courses.

Subject Librarians offer course-integrated instruction to undergraduate and graduate students in their departments. Software classes include EndNote, Dreamweaver, and

LaTeX classes taught by graduate students that are coordinated by Lori Critz working with the SGA. General classes developed and offered include:

- Library Orientations for Chinese Students conducted in Mandarin
- Library 101 sessions taught by Mary Axford
- Company Information and Highlights of Key Business Databases by Patricia Kenly.

Instruction Statistics:

- **The total number of instruction sessions was 213, up from 178 in FY 2007, with a total number of participants of 4355, up from 3562 participants in FY 2007** (includes course-based instruction, faculty/staff demos, walk-in sessions, & software workshops). These classes were comprised of 3152 undergraduate students, 792 graduate students, 144 faculty, 35 Staff, and 202 non-GA Tech affiliated individuals).
- The total number of **orientations was 43, up from 10 in FY 2007, with a total number of participants of 1676**, up from 940 in FY 2007. The orientations were comprised of 124 undergraduate students, 1412 graduate students, 43 faculty, 46 staff, and 51 non-GA Tech affiliated individuals.

•C. Professional Development/Scholarly Activities/Staff Training

Participation in Campus Committees and Initiatives

- Lori Critz, Jay Forrest and Bruce Henson served on the OIT Commons Software Committee.
- Mary Axford served on the campus Student Honor Committee.
- Jon Bodnar served on several LCC committees: Textbook Selection Sub-Committee, Communications Program Handbook Sub-Committee, Undergraduate Speaker Series Committee, and the Library Film-Studies Committee.
- Lori Critz served on the Search Committee for the Library Dean. She was also a Freshmen Partner and a volunteer for Sting Break.
- Bruce Henson served on the OIT Search Committee for ITS Director and is the Library representative on the Campus Communication Group.
- Bing Wang participated in CETL's Class of '69 Teaching Fellows.
- Bing Wang is the library liaison to the Georgia Tech Chinese Friendship Association and maintains a Chinese magazine collection in the Library.

Staff Honors and Awards

- Lori Critz won the Library's 2008 Frances Kaiser Award, which recognizes a member of the Georgia Institute of Technology Library Faculty for significant professional achievement in library and information science resulting in contributions to Georgia Tech. The award honors Frances Kaiser, dedicated librarian and teacher, with a strong commitment to providing excellent library service. (May 2007).
- Patricia Kenly was selected as a co-mentor for one of the ALA Emerging Leaders groups, Group N, A RUSA-BRASS project to create a guide to excellent business reference services and to identify best practices.
- Crystal Renfro was awarded membership in ALA's Emerging Leaders Program 2007-2008.

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- Bing Wang won the SLA 2008 Diversity Leadership Development Program Award and the SLA 2008 Engineering Division IEEE Continuing Education Travel Stipend Award.

Conference Participation

- I American Chemical Society (Spring 2008, New Orleans) - Bing Wang
- I American Chemical Society, Southeast Regional Meeting (2007, Greenville SC) - Bing Wang
- I ALA TechSource Gaming, Learning, and Libraries Symposium (July 2007, Chicago) - Lori Critz
- I ALA Midwinter (January 2008, Philadelphia) - Lori Critz, Bruce Henson, Patricia Kenly, Crystal Renfro.
- I ALA Annual (June 2008, Anaheim) - Mary Axford, Jon Bodnar, Lori Critz, Bruce Henson, Patricia Kenly, Crystal Renfro, Alison Valk.
- I AMS/ASLI Annual Conference (January 2008, New Orleans) - Lisha Li
- I ASEE Annual Conference (June 2008, Pittsburg) - Lisha Li
- I Atlanta Area Bibliographic Instruction Group Annual Conference (June 2008, Atlanta) - Jon Bodnar, Sherri Brown, Crystal Renfro
- I Georgia Climate Change Summit, sponsored by GT School of Earth & Atmospheric Sciences (May 2008, Atlanta) - Lisha Li
- I Georgia Conference on Information Literacy (October 2007, Statesboro, GA) - Lori Critz.
- I Georgia Documents Librarian Meeting (December 2007, Columbus GA) - Patricia Kenly
- I Georgia Library Association/ Council of Media Organizations (Athens GA, October 2007) - Patricia Kenly, Crystal Renfro
- I Federal Depository Conference - Fall Meeting (October 2007, Washington DC) - Patricia Kenly
- I Federal Depository Conference - Spring Meeting (March 2008, Kansas City, MO) - Patricia Kenly
- I Internet Librarian (October 2007, Monterey) - Mary Axford & Crystal Renfro
- I SLA Annual Conference (June 2008, Seattle) - Joanne Tobin, Lisha Li. Bing Wang
- I Summer Institute on Data Curation, sponsored by UIUC GSLIS (June 2008, Urbana-Champaign) - Lisha Li
- I U.S. Patent and Trademark Depository Library Workshop (Washington, DC) - Joanne Tobin

Scholarly Activities

- Alison Valk, Jon Bodnar and Brian Mathews wrote an article for *College & Research Library News*, "Challenging your students: Using a contest to promote the library."
- Mary Axford and Crystal Renfro made a presentation to the Library about their experience at the Internet Librarian Conference.
- Jon Bodnar reviewed books for *Library Journal*.
- Lori Critz presented, with Larry Hansard, "Discovery Tool VUFind: Georgia Tech's Implementation Enhances Findability of Resources" at the GIL Users Group Meeting (May 2008, Fort Valley, GA); presented a poster session, "Library Resources for Instructors" at CETL Celebrating Teaching Day 2008; and co-presented "Gaming in Academic Libraries: The Why and How," at the ALA TechSource Gaming, Learning, and Libraries Symposium. (July 2007, Chicago).
- Patricia Kenly made three presentations, with Bette Finn at COMO, "From Global Warming to Identity Theft: NTIS is a one-stop database;" at the Georgia Documents Librarians Meeting, "From Global Warming to Identity Theft: NTIS is a one-stop database" - a revised and customized version of the COMO presentation tailored for experienced government documents reference librarians; and an impromptu session when a presenter did not appear at COMO, "Federal Government Statistics on the Web."

She also contributed a review to *Reference & User Services Quarterly*. She participated in a Resume Critiquing Service at ALA Midwinter and is a co-mentor for an ALA Emerging Leaders group tasked with identifying best practices for business reference service. .

- Crystal Renfro wrote, with Cathy Carpenter, "Twelve Years of Online Reference Services at Georgia Tech: Where We Have Been and Where We Are Going," which was published in the *Georgia Library Quarterly* (Summer 2007). At COMO she presented "Posters, Presentations, Publication & Participation: Getting Started with Professional Outreach" and at ALA Annual she presented at the Emerging Leaders Poster Session. She also contributed reviews to *Library Journal*, *Georgia Quarterly* and *Reference Reviews*.
- Bing Wang presented two poster sessions: "Faculty-librarian collaboration in an advanced organic laboratory class" at the Southeast Regional Meeting of the ACS and "Library Instruction and Information Literacy" at the GT Celebrating Teaching Day 2008.

Staff Training

- An initiative of the ISD Strategic Plan, subject workshops were provided by department and library staff during monthly ISD meetings, including: Key Business Databases by Patricia Kenly, Spatial Data by Jay Forrest, VantagePoint Software by its inventor Alan Porter, NTIS by Patricia Kenly and Bette Finn, Sakai training by CETL, and a tour of the Architecture Library and Building by Cathy Carpenter.
- Subject Librarians attended a Scholarly Communication Summer Program in 2007 facilitated by Julie Speer and Bonnie Tijerina, in order to build knowledge of copyright, scholarly communication issues, SMARTech, and EPAGE. Subject Librarians also completed an Assessment Tool for one of their assigned departments. Several librarians have met with Julie Speer and Sara Fuchs to go over their assessment tools. The next step will be for Librarians, or Librarians and Julie and Sara, to meet with academic departments to discuss the resources and issues.
- The ISD Training Group of Jon Bodnar (Chair), Mary Axford, Eric Brower, Lori Critz, and Crystal Renfro created a series of modules to be offered in July-August 2008 to new ISD staff and to other Library staff wanting to work at the IS desk.
- Lori Critz and Jon Bodnar participated in GT 1000 training.
- Mary Axford participated in 3 Georgia Tech Office of Organizational Development (OOD) Customer Service classes: Fundamentals of Customer Service, Effective Problem Solving in a Customer Care Environment, and Customer Service in a Diverse Work Environment.
- Jon Bodnar participated in a Core Competencies for Library Staff webcast, Langevin Learning Services two day training "Instructional Design for New Designers," an LCC presentation "Communications Colloquium: Research into Teaching," and several OOD classes in the Supervisory Development Certificate Program: Supervisory Skills for the New or Prospective Manager, How to for Managers: Hiring, Promotions, and Raise Process, Basics of Supervision: Concrete Solutions to Boost Results, Presentation Skills for New Managers, Supervisory Skills for Performance Evaluations, Understanding and Managing Legal Risk I, Understanding and Managing Legal Risk II, Understanding and Managing Diversity, and Leading with Emotional Intelligence.
- Sherri Brown participated in Dreamweaver Level I training from OOD/New Horizons.
- Alison Valk is enrolled in the MLIS Program at Florida State University.
- Joyce Craft attended the webcast "Core Competencies for Library Staff," and OOD classes PowerPoint Level 1, and several Defining Customer Service Classes: Effective Problem Solving in a Customer Care Environment, Customer Care Environment, Fundamentals of Customer Care, and Customer Service in Higher Education.
- Lori Critz attended several SOLINET classes: Role of the Librarian in Combating Plagiarism, 10 Interactive Teaching Strategies, Promoting Library Services Using Blogs and RSS; several OOD/New Horizons classes: Illustrator CS 3-Level 1 and Level 2, InDesign CS3-Level I, Dreamweaver 8-Level 2, effective Problem Solving in a Customer Care Environment, Fundamentals of Customer Service, Customer Service in Higher education; 2 Georgia Perimeter College courses: Business Information Systems Management

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- and Statistics/Math 1431; an ACRL online course "Current Copyright Issues Facing Academic Libraries; and the Skillpath seminar "Dealing Effectively with Problem Employees."
- Jay Forrest is enrolled in the MLIS Program at Florida State University.
- Brian Franklin completed an Introductory GIS course and an Advanced GIS course at GA State University.
- Roland Garner completed the OOD Supervisory Development Certificate Program.
- Terrance Hines participated in 2 Skillpath courses, Project Management I and II.
- Lisha Li participated in the two OOD classes: Project Management Basics and Powerful Communication Skills for Women.
- I Joanne Tobin attended VantagePoint Patent Software Training.
- I Bing Wang participated in: SciFinder®: Get Better Research Results Faster; MDL Web Seminar: Improve your synthesis with data from over 17 million chemical reactions; a webcast on Library staff competencies; and three STN workshops on Cplus Subject Search Techniques, Basic Substance Search Techniques, and Structure Searching in CAS REGISTRY.

II. OTHER MAJOR ACCOMPLISHMENTS

•A. *Library West Commons*

- Bruce Henson participates in monthly LWC Advisory Group meetings with Bob Fox from the Library, and Paul Arnold, Lisa Spence, and Cari Lovins from OIT.
- The Commons Advisory Group submitted a Technology Fee Request for a refreshment of the Library West Commons Productivity Cluster and Multimedia Studio. Included in the refreshment was upgrading the computers and monitors in the Productivity Cluster to Dell 755 Small Form Factors, many now with dual displays. Additionally, three new PC's were added for a total of 73 total. We purchased 10 new iMac's and scanners for the Productivity Cluster, and 9 PCs that will be used as quick-use walk-up stations. The Multimedia Studio will be upgraded with new Mac Pro's, and we purchased new learning DVD's for multimedia learning.
- Bruce Henson submitted a successful Technology Fee Request for a site license for Endnote software.
- A Commons Oversight Committee manages the day-to-day operations of the Commons, with representatives from the LWC, the LEC, the Multimedia Lab, the Resource Center, and the ISD, including Jay Forrest and Bruce Henson. Bruce Henson and Cari Lovins facilitate the committee.
- A Point Contact Plan has streamlined technical assistance in the Commons, with trained Library and OIT staff members being go-to staff for technical problems. ISD Point contacts include Roland Garner, Heidi Lowe, Jay Forrest, Alison Valk, and Terrance Hines.
- Continuing the spirit of collaboration between OIT and the Library that has characterized the implementation and management of the LWC, both organizations now have cross representation on search committees for positions that will work in the LWC. Lori Critz and Bruce Henson participated in numerous OIT interviews for student User Assistants and interns and Cari Lovins participated as a member of two search committees for ISD Information Associates.

•B. *Special Formats and Maps*

Roland Garner became the Supervisor for SF&M in November 2007.

C. Distance Learning Services

The Library continues to enhance services for the distance learning community. Brian Mathews, the Distance Learning Coordinator offered a series of online orientations and provided an orientation for the GT Savannah campus.

•D. Government Information

Government Documents Coordinator Patricia Kenly created a Government Documents Collection Development Policy and completed the GPO Biennial Survey. She also prepared a display for Constitution Day and provided reference on behalf of the Census Bureau's State Data Center program.

E. ISD Calendar Tools

Jay Forrest developed online calendar tools for the ISD that include: an IS Desk schedule which allows staff to switch desk hours online; an online In/Out Board; and an ISD Calendar that allows individuals to record scheduled time off. Each of these features is interoperable, for example scheduling time off on the ISD Calendar also marks the individual out on the desk schedule for that day. The features have been integrated with the existing sidebar on IS desk PCs that Jay created. Jay also expanded the sidebar to detail emergency procedures, and to allow members of the department to add their own links.

F. Library Strategic Plan

Lori Critz served as Co-Chair and Facilitator of the Library Strategic Planning Task Force in 2006-2007. Bruce Henson served on the Oversight Committee for the Plan, Brian Mathews was on the Task Force, and ISD staff Mary Axford, Jon Bodnar, Cathy Carpenter, Patricia Kenly, and Crystal Renfro participated in work groups.

G. Collection/Resource Development

The Information Services Department continues to actively participate in the Library's resource development activities and the creation of collection development policies. Subject Librarians participated in monthly Information Resource Council meetings, significantly participated in the expenditure of new monographic resources to augment the Library's collection, and also recommended databases and electronic and print journal subscriptions.

H. Virtual Reference Service

The Georgia Tech Library Reference Department offers virtual reference service to Georgia Tech students, faculty, and staff through email and chat service, which is coordinated by Crystal Renfro. 521 email questions and 186 chat questions were answered. In summer 2008 email reference service was switched from Questionpoint software to an application designed by ISD's Jay Forrest that meets our specific needs.

I. Presentation and Rehearsal Studio

The studio, which replicates the technology found in Georgia Tech classrooms, continues to be a popular resource for student groups since its implementation in January 2004. During the FY 2008 **965 reservations were made**, up from 907 FY 2007, with a total room usage of **1853 hours**, up from 1731 FY 2007.

III. STATISTICS

Instruction Statistics FY 2008

Classes, Orientations & Tours

Bibliographic Instruction Sessions 213 Participants 4355 - up from 178 sessions and 3562 participants FY 2007

3152 Undergraduate, 792 Graduate, 144 Faculty, 35 Staff, 202 non-tech

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(includes course-based instruction, faculty/staff demos, walk-in sessions, & software workshops)

Number of Orientations 43 Participants 1676 - up from 10 orientations and 940 participants FY 2007

124 Undergraduate, 1412 Graduate, 43 faculty, 46 staff, 51 non-tech

ISD Tally Sheet Statistics FY 2008 (SF&M not included)

		Σ	%	
Directional	3637	24.7%		
Traditional	5024	34.1%		
IT	3535	24.0%		

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Other Services	2538	17.2%		

N.B. Unless noted all charts include Consultation, ISD, and Virtual Reference Tallies

Directional questions are defined by ARL and includes Other Services and Directional type tallies

Reference questions are defined by ARL and includes Traditional type tallies

Research questions are an internal classification for reference questions of 10 or more minutes. These are included in the Research Questions and Traditional tally total

Tallies by Day of the Week

Caveat for Virtual Reference - July-Apr Questionpoint Email data was aggregated by month: the above data may be skewed by the random assignment of weekdays to this data. Weekdays however had twice the weight of a weekend day during this randomization).

Special Formats & Maps Tally Sheet Statistics FY 2008 (not included in ISD)

		Σ	%	
Directional	1057	24.7%		
Traditional	1601	37.4%		
IT	0	0.0%		
Other Services	1627	38.0%		

Directional questions are defined by ARL and includes Other Services and Directional type tallies

Reference questions are defined by ARL and includes Traditional type tallies

Research questions are an internal classification for reference questions of 10 or more minutes. These are included in the Research Questions and Traditional tally total

Tallies by Day of the Week

Special Formats and Maps

Room Use Statistics

Material	Microfiche	Gov. Docs.	Cartridges & Reels	Maps	Reference	Total
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Total Count	1334	1146	1574	585	662	5301
Percentage	25.2%	21.6%	29.7%	11.0%	12.5%	